

Hardware Collection

iQmetrix, along with our Payment Processing partners, offer a solution integrated with RQ4 that allows you to collect on cancelled contracts and lost subscribers. This functionality provides a more effective way to capture lost revenue through hardware collection/tokenization. Upon activating a contract, a secondary agreement outlining a Collection Agreement will be presented, which then allows for the collection of the credit card Token.

Defend against Chargebacks: The payment processing solution retains a token, representing customers' credit card numbers. This allows retailers to charge credit cards when they receive chargebacks from carriers due to customer cancellations of new activations or other sales chargebacks.

Improve Your Bottom Line: Using this hardware collection/tokenization feature will allow you to dramatically reduce losses. Reports show that deactivations in the U.S wireless industry cost dealers thousands of dollars' worth of revenue on hardware. With this functionality, you will be able to avoid this loss of revenue and improve your bottom line.

Eliminate Your Risk: The use of PCI complaint tokens ensures that dealers are not keeping sensitive customer credit card information on their systems. The token is stored between the RQ4 software and your Payment Provider. Should the customer deactivate their plan, you will be able to refer to the token representing their credit card information in order to charge them back.

Eliminate Use of Collection Agencies: This feature will be a huge cost savings to your business. Collections agencies often charge a significant percentage of money collected from deactivations. With the Hardware Collection piece in RQ4, you will be able to avoid this altogether and retrieve payment on your own.

iQmetrix is proud to offer this service through the following partners:



For more information, contact your Customer Success Manager or call 1.888.888.8170.